


METHOD FOR ESTABLISHING A COMMUNICATION CONNECTION BETWEEN TWO OR MORE USERS VIA A NETWORK OF INTERCONNECTED COMPUTERS

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Inventor: ZHU MIN
Applicant: STELLAR COMPUTING (US)
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- **international:** G06F13/14
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 WO9926153 (A3)

Cited documents:

 US5548726
 US5553239
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 US5644714
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Abstract of **WO9926153**


A method for establishing a communication link between two or more users via the Internet, and, more specifically, a web-server based real-time data conferencing system, is disclosed. Under the presently preferred embodiment, a user uses an application (such as a web browser) to retrieve and view a web page. On the web page (or the like), a clickable icon or hyperlink is provided to call another user or service. At this time, there is no custom software on the user/caller side. However, the hyperlink may activate a subprogram to gather certain types of information of interest to pass to the server to tailor a response; it may also perform any other tasks as necessary. The server (call-center software), upon receiving the request to establish a connection, determines an agent to receive the call and activate any related software thereof. In the presently preferred embodiment, the call center processes the request and activates an application on the agent's machine to establish the connection. More specifically, it causes the agent's web browser to be launched if it is not already launched and it provides a customized web page to the caller if appropriate. In the next step, now having established a connection between the caller and an agent, a collaboration software can be activated to allow better communication between the two parties. This collaboration software can be a chat program, a white board program, Internet phone, or any other communication software. Under this paradigm, the caller does not need any software to establish a connection with an agent who has the necessary software for receiving and processing the call.

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<p>(21) International Application Number: PCT/US98/24741 (22) International Filing Date: 18 November 1998 (18.11.98) (30) Priority Data: 60/065,664 18 November 1997 (18.11.97) US (71) Applicant: STELLAR COMPUTING [US/US]; Suite 301, 1270 Oakmead Parkway, Sunnyvale, CA 94086 (US). (72) Inventor: ZHU, Min; 24920 La Loma Court, Los Altos Hills, CA 94022 (US). (74) Agents: HAMRICK, Claude, A., S. et al.; Oppenheimer Wolff & Donnelly LLP, Suite 600, 10 Almaden Boulevard, San Jose, CA 95113 (US).</p>		<p>(81) Designated States: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GE, GH, GM, HR, HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW, European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE). Published <i>With international search report.</i> <i>Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.</i> (88) Date of publication of the international search report: 26 August 1999 (26.08.99)</p>
<p>(54) Title: METHOD FOR ESTABLISHING A COMMUNICATION CONNECTION BETWEEN TWO OR MORE USERS VIA A NETWORK OF INTERCONNECTED COMPUTERS</p> <p>(57) Abstract</p> <p>A method for establishing a communication link between two or more users via the Internet, and, more specifically, a web-server based real-time data conferencing system is disclosed. Under the presently preferred embodiment, a user uses an application (such as a web browser) (10) to retrieve and view a web page (16). On the web page (or the like), a clickable icon or hyperlink (18) is provided to call another user or service. At this time, there is no custom software on the user/caller side. However, the hyperlink may activate a subprogram to gather certain types of information of interest to pass to the server to tailor a response; it may also perform any other tasks as necessary. The server (22) (call-center software), upon receiving the requesting to establish a connection, determines an agent (38) to receive the call and activate any related software thereof.</p>		

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